



NEW RELIC APM LITE POWER-PACK INSTALLATION

*INSTALLATION AND CONFIGURATION OF THE
NEW RELIC APM LITE POWER-PACK*

***USE WITH NEW RELIC LITE (FREE)
SUBSCRIPTION ONLY!***

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Pack: New Relic APM Lite version 0.9.2
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Dynamic Application™

Relational Infrastructure Management™

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CHAPTER 1

NEW RELIC OVERVIEW

OVERVIEW

New Relic is an on-line subscription service that captures data and information about web-based applications. Users of the service can measure performance of their applications which helps determine potential service delivery issues. The class of tools New Relic falls under is called **Application Performance Management (APM)**.

New Relic works by installing one or more software agents on each application server in a given environment. The agent harvests data pertaining to the local application and then sends it back to New Relic's on-line system. The data is then presented to subscribers in the form of charts and graphs, which allows users to visualize the performance and health of their application.

New Relic works at the OS and application layers by inserting a tracking agent directly within the application language. Web based applications such as PHP, Python, Ruby, and Java are fully supported. When a web resource or page is requested by a client browser, the application server (such as Apache) loads the server-side programming compiler which includes the agent module provided by New Relic. Metrics for number of page transaction, database queries and connections, browser transactions, geographic information are just some of the metrics New Relic reports against.

SUBSCRIPTION SERVICE TYPES

New Relic provides three different subscriptions types.

Subscription Type	Cost	Support	Data Retention	API
Lite	Free	24 Hour Data	24 Hour	V1
Pro	\$149.00/mo. host	Unlimited	Gold Support	V2
Enterprise	Bulk Pricing	Unlimited	Dedicated Acct Mgr.	V2

Lite (free) subscriptions all begin life as a Pro account, however after 14 days, access to the V2 API is disabled and metrics are no longer available through the API. Because of this it's recommended that all lite customers use the **New Relic APM Lite Power-Pack**.

Pro and Enterprise are the same functional account types and may use the **New Relic APM Pro Power-Pack**.

NEW RELIC API'S

New Relic has two different API's; these are known as API version 1 and API version 2. Both API's are web-based and leverage REST principles for accessing data. Integrating products such as ScienceLogic talk directly to these API's to retrieve data.

The differences between API v1 and API v2 are moderately significant; however both are restricted by the type of subscription account the user has. Although both API's are available to all subscribers, all metrics functionality is disabled to lite (free) customers except for the API v1 Application Summary metrics, also known as the Thresholds page.

This has led to a substantial amount of confusion among customers because New Relic does not necessarily announce this limitation. And because all a lite accounts begin life as a pro account, subscribers may be able to deploy the ScienceLogic **New Relic APM Pro Power-Pack** within the initial 14 day trial window and see detailed data.

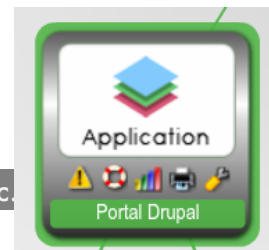
After the 14 day trial has expired, New Relic will revoke access to the portion of the API which provides metric data. This will cause metric collection in ScienceLogic to fail and the system will eventually stop trying. After the trial period the only metric data which is available can be obtained from the API v1.

It's highly recommended that all lite subscribers use the **New Relic APM Lite Power-Pack** to avoid this confusion after the trial period has expired.



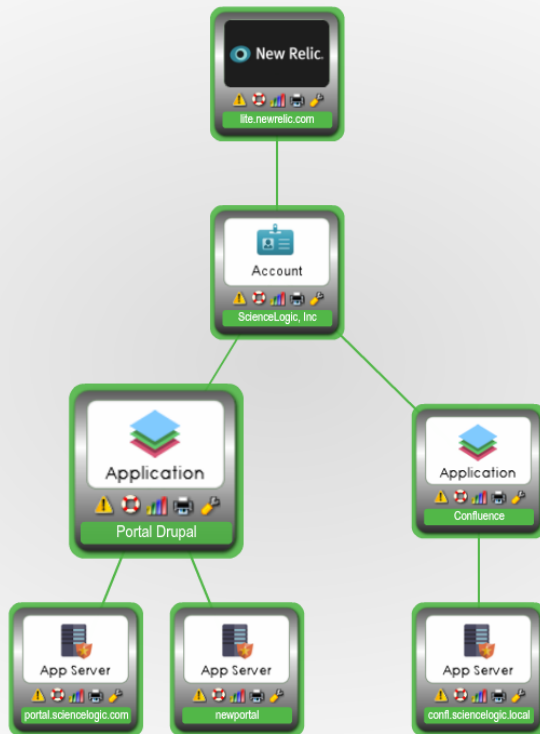
POWER-PACK SOLUTION

The Power-Pack for New Relic is designed to provide integration and visibility of your applications within the ScienceLogic management system. Customers can provide multi-tenant visibility of managed end-



points while leveraging all the powerful operational tools ScienceLogic provides.

Subscribers to New Relic Lite service will see their applications modeled (right) directly under a service account device (below)



Above: Example of discovered New Relic Lite.

CHAPTER 2

INSTALLING THE POWER-PACK

OVERVIEW

In this chapter we will install the New Relic APM Lite Power-Pack and then configure the credential for manual alignment of data collection.

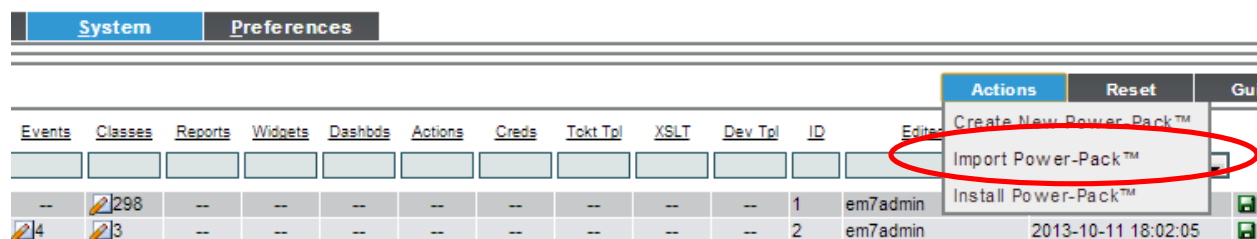
Requirements

A valid user name and password for New Relic

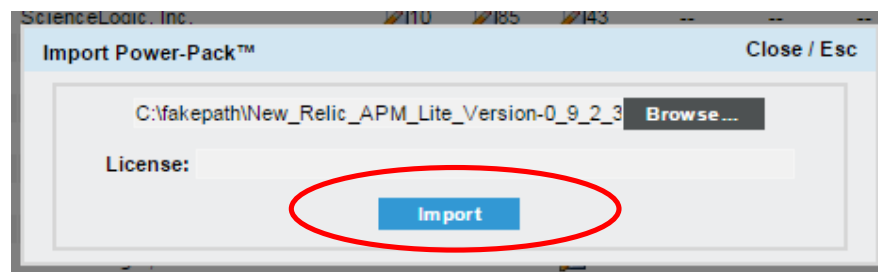
A valid admin user name and password for ScienceLogic

INSTALLATION

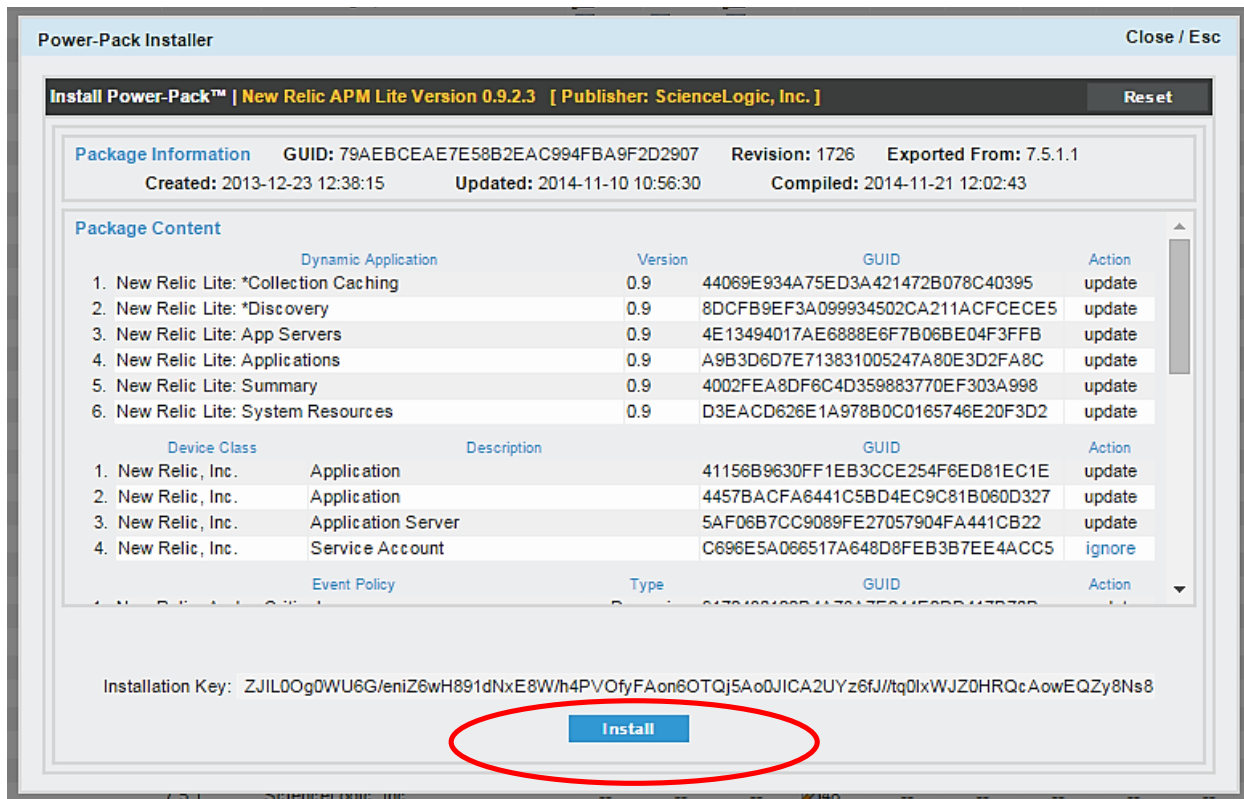
Obtain the latest copy of the New Relic APM Lite Power-Pack. In this document we will be using version 0.9.2.3 of the Power-Pack. Using normal Power-Pack installation procedures, got the System tab, select Manage\Power-Packs, and then select the Action button, and select "Import Power-Pack".



Locate the Power-Pack file, and then select the Import button.



Click "Install" to begin the import process.



Once the Power-Pack is installed, proceed to the next section to configure the credential.

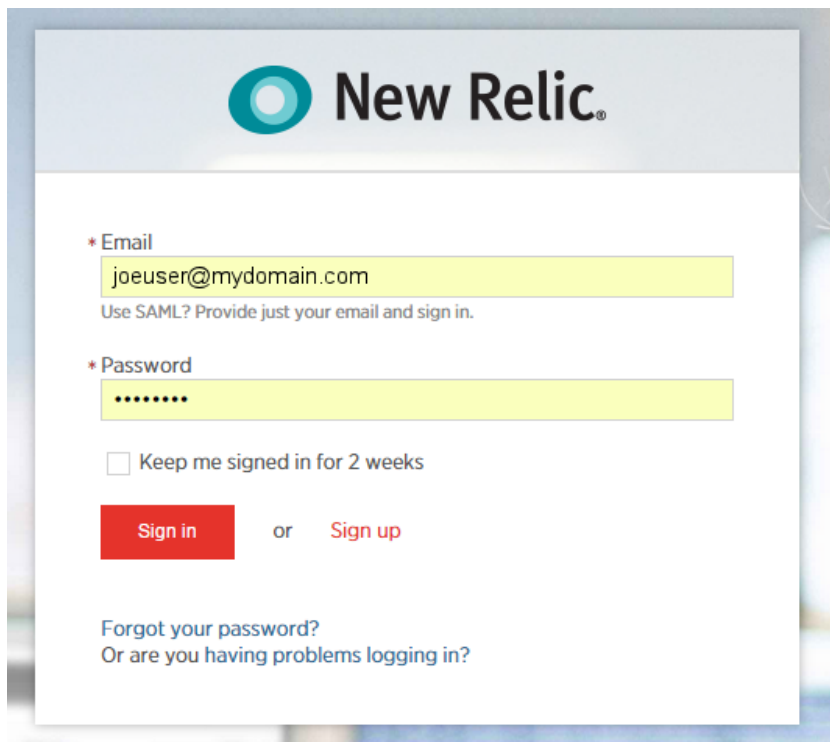
CHAPTER 3

KEYS AND CREDENTIALS

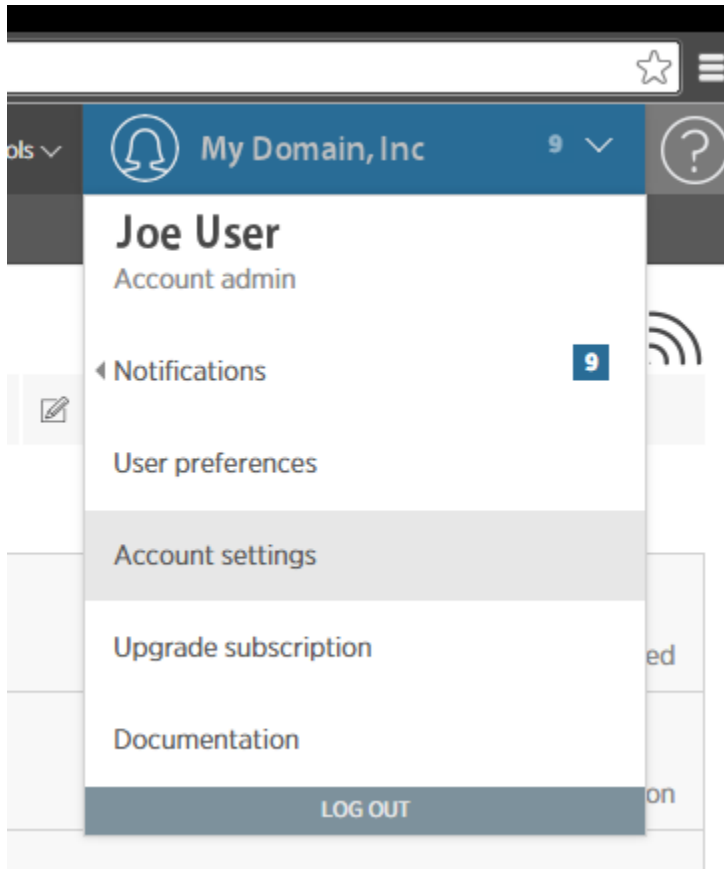
NEW RELIC KEY

To integrate ScienceLogic with New Relic, you must activate the New Relic API access and get your API key from your data sharing page. The New Relic API key is needed in the ScienceLogic credential.

Sign in to the New Relic user interface at: <https://rpm.newrelic.com/>

A screenshot of the New Relic login page. At the top is the New Relic logo, which consists of a teal circle with a white dot inside, followed by the text "New Relic®". Below the logo is a white login form. The form has two main sections: "Email" and "Password". The "Email" section has a label "* Email" and a text input field containing "joeuser@mydomain.com". Below the input field is a link "Use SAML? Provide just your email and sign in.". The "Password" section has a label "* Password" and a password input field with dots. Below the password field is a checkbox labeled "Keep me signed in for 2 weeks". At the bottom of the form are two buttons: a red "Sign in" button and a red "Sign up" button, separated by the word "or". Below the buttons are two links: "Forgot your password?" and "Or are you having problems logging in?".

In the top right menu, click on your company name, then select the Account Setting item.



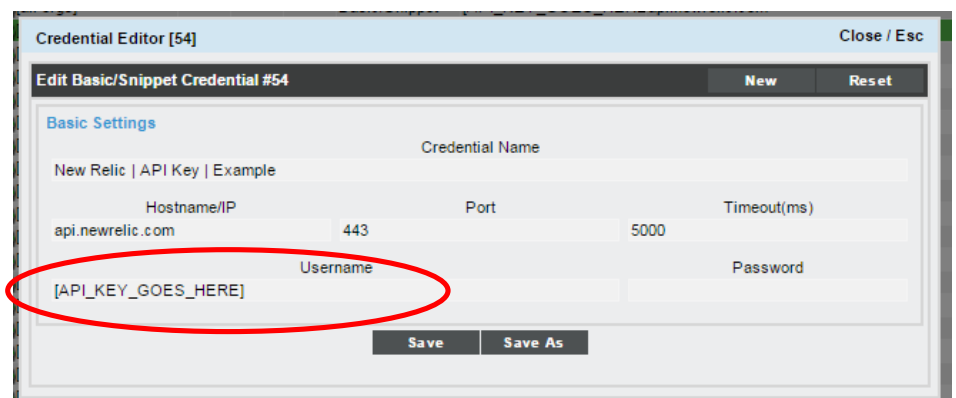
On the right of your screen, under account information, you will see a License Key, copy the entire string.

License key

aba0e6c9119679999f8f2def6eabdc7e93f9b1680

CREDENTIAL

With the Power-Pack installed, we can now configure our credential. Navigate to the System tab, select Manage\Credentials. Locate the **"New Relic | API Key | Example"**



credential and then click on the wrench to edit it.

In the "Username" field of the credential, enter the New Relic API Key that you identified above. Make sure you "Save As" and provide a new Credential Name.

Note: Each credential is bound to a specific New Relic account. Use the "Save As" button to duplicate credentials.

CHAPTER 4

SETTING UP A DEVICE

DISCOVER ROOT DEVICE

In this chapter we will create a pingable device for the New Relic API service itself. The New Relic APM power-pack includes a “Ping Device” device class that can be manually aligned to any pingable device. Once a device is discovered we will manually change the device class. The advantage of using ping or physical device is that you can also monitor the New Relic API service, such as port 443.

First, create a new discovery session. Resolve the New Relic API server IP address by issuing a ping command on the EM7 command line interface:

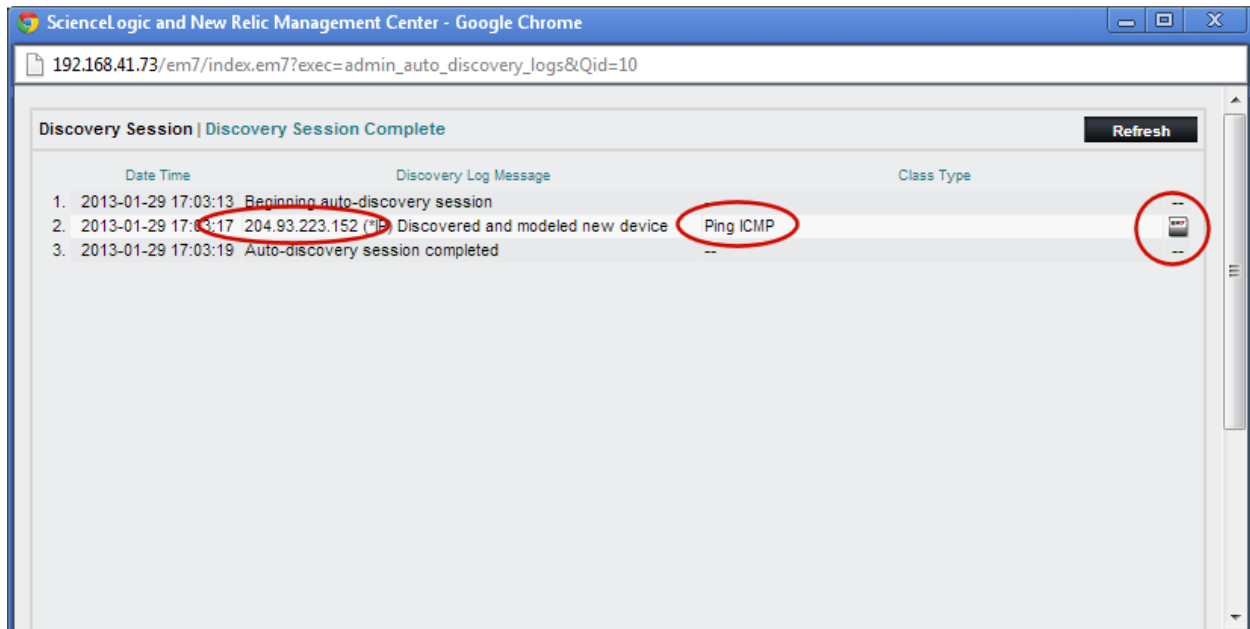
```
[root@em7 ~]# ping api.newrelic.com
```

```
64 bytes from rpm.newrelic.com (204.93.223.152): icmp_seq=1 ttl=241 time=39.1 ms
```

Create a new Discovery session, and then enter the IP address of the New Relic API server into the IP Address List field. Select “Discover Non-SNMP” setting, and then click on the Save button.

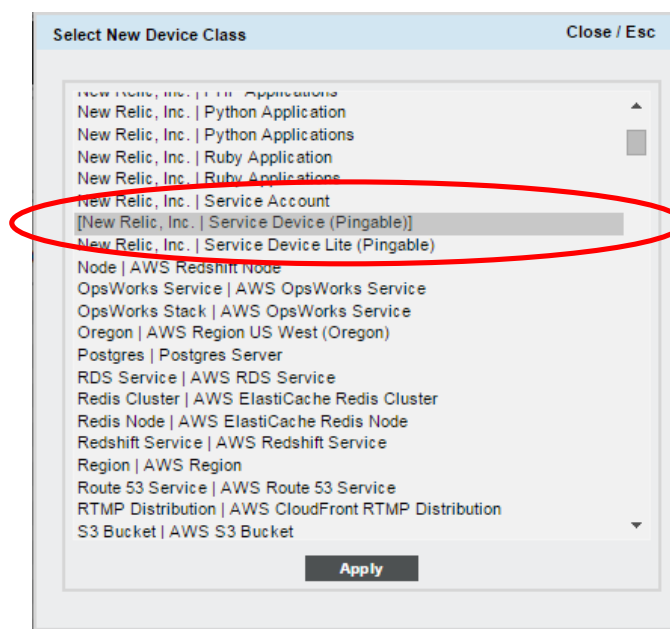
The screenshot shows the 'Discovery Session Editor | Editing Session [10]' window. It has three main tabs: 'IP and Credentials', 'Detection and Scanning', and 'Basic Settings'. In the 'IP and Credentials' tab, the 'IP Address Discovery List' contains the IP address '204.93.223.152', which is circled in red. Below this, there are sections for 'SNMP Credentials' and 'Other Credentials'. In the 'Basic Settings' tab, the 'Discover Non-SNMP' checkbox is checked and circled in red. Other settings include 'Model Devices' (checked), 'Duplication Protection' (checked), 'Collection Server PID: 1' (set to '_[em7_ccordray]'), and 'Organization' (set to '[System]'). At the bottom, there is a 'Save' button and a 'Log All' checkbox.

Run the discovery session by clicking on the lightning bolt icon. EM7 will find the device and model it as a “Ping ICMP” device class.



From the discovery results window, navigate to the new device by clicking on the device icon. By default the device will have a standard “Ping Device” icon and device class. You may change this to a New Relic device class for better identification.

Click on the “toolbox” icon next to the device class, then select the “New Relic | Ping Device” device class, which is located at the top of the list under “NON-SNMP-CLASSES”. Click the Apply button to save changes.



Once complete your pingable will be identified as a New Relic device.

Monitors	
Relationships	Tickets
Redirects	Notes
Managed Type	Physical Device
Category	Cloud.Service
Sub-Class	Service Device (Pingable)
Uptime	0 days, 00:00:00
Collection Time	2014-11-21 11:07:00
Group / Collector	CUG em7_ao

 New Relic
   
api.newrelic.com

Organization
Asset

You may also wish to change the device name to either the FQDN or another name that illustrate your service account. In this cause we renamed the device the api.newrelic.com.

Close	Properties	Thresholds	Collections	Monitors	Tickets	Redirects	Notes
Schedule	Logs	Toolbox	Interfaces	Relationships			
Device Name	api.newrelic.com			Managed Type	Physical Device		
IP Address / ID	50.31.164.158 3			Category	Cloud.Service		
Class	New Relic, Inc.			Sub-Class	Service Device (Pingable)		
Organization	System			Uptime	0 days, 00:00:00		
Collection Mode	Active			Collection Time	2014-11-21 11:07:00		
Description				Group / Collector	CUG em7_ao		
Device Hostname							

 New Relic
   
api.newrelic.com

Organization
Asset

Device Properties
Actions
Reset
Guide

Identification

Device Name: 

IP Address: 

Organization: 

Monitoring & Management

Device Class: New Relic, Inc. Service Device (Pingable) 

SNMP Read/Write:  

Availability Port:  

Latency Port:  

Avail+Latency Alert: 

User Maintenance:  

Collection:  

Coll. Type: 

Critical Ping: 

Dashboard: 

Event Mask: 

[Save](#)

Preferences

Auto-Clear Events ☒

Accept All Logs ☒

Daily Port Scans ☒

Auto-Update ☒

Scan All IP's ☐

Dynamic Discovery ☒

Preserve Hostname ☒

Disable Asset Update ☐

CHAPTER 5

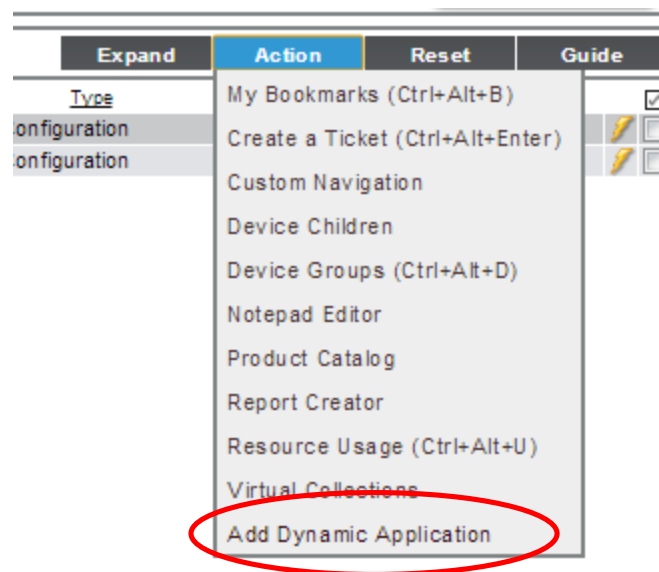
ALIGNING DCM DYNAMIC APPS

ALIGNING THE APP

With the device modeled, click on the device properties page, then select the Collections tab. Next, click on the Actions button, then select Add Dynamic Application.

In the Dynamic Application modal, type "New Relic" in the search box, then select the **"New Relic Lite: *Collection Caching"** application. Next, select the credential you configured in the previous chapter.

Click "Save" to save your settings and you will be returned to the Collections page. Once complete, add the "New Relic Lite: *Discovery" app the same way, but done select a credential.



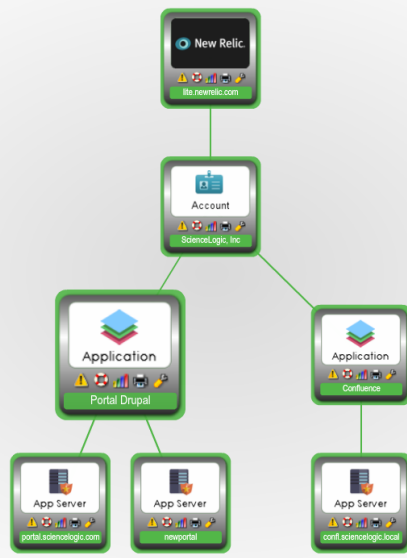
Note: ONLY align the below defined Dynamic Applications. All other applications will be automatically aligned for you!

Manually Aligned Dynamic Applications

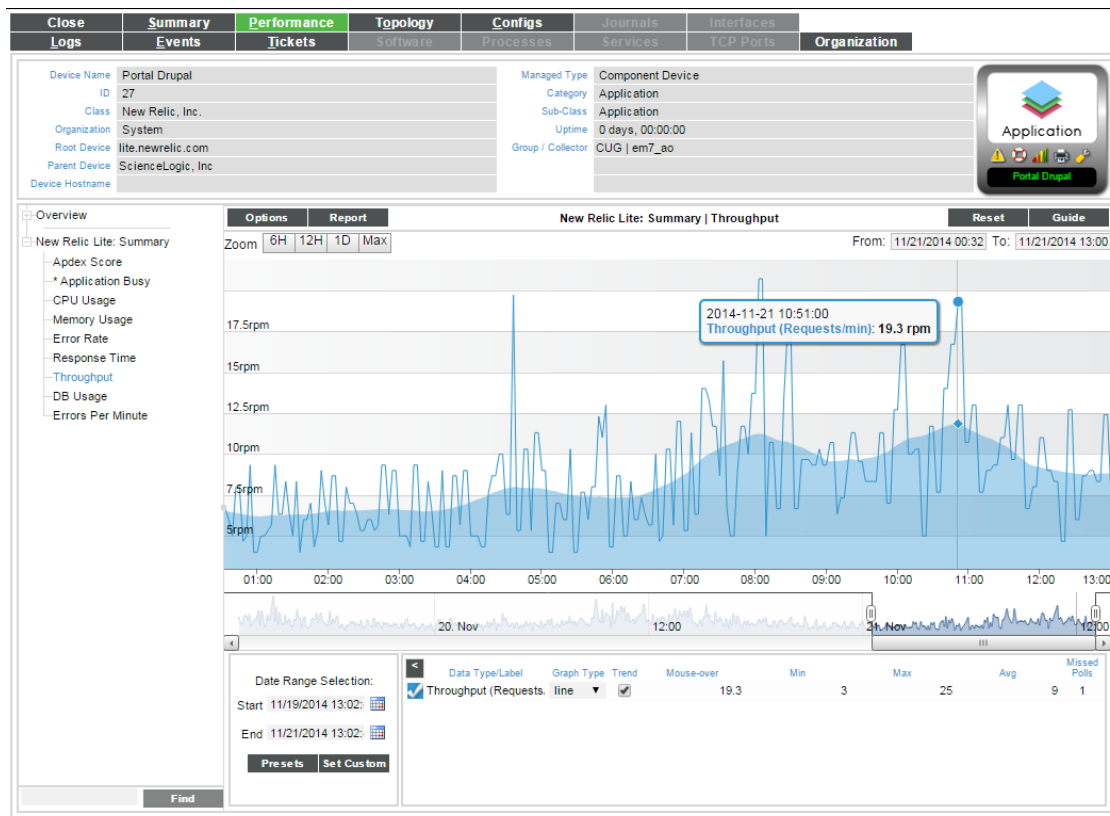
New Relic Lite: *Collection Caching

New Relic Lite: *Discovery

All Dynamic Applications operating on a collection frequency of 5 minutes, as a result it will take about 10 minutes for all DCM devices to be modeled and discovered. Once complete, you may view the Component tree in the Views tab.



After a few minutes you should begin seeing performance data.



Overview

New Relic Lite: Summary

Options

Report

Zoom

6H

12H

1D

Max

From:

11/21/2014 00:32

To:

11/21/2014 13:00

Reset

Guide

17.5rpm

15rpm

12.5rpm

10rpm

7.5rpm

5rpm

2014-11-21 10:51:00

Throughput (Requests/min): 19.3 rpm

01:00

02:00

03:00

04:00

05:00

06:00

07:00

08:00

09:00

10:00

11:00

12:00

13:00

20. Nov

12:00

21. Nov

12:00

Date Range Selection:

Start

11/19/2014 13:02

End

11/21/2014 13:02

Presets

Set Custom

Data Type/Label

Throughput (Requests)

Graph Type

line

Trend

Mouse-over

19.3

Min

3

Max

25

Avg

9

Missed

9

Polls

1

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CHAPTER 6

ALERTS AND EVENTS

OVERVIEW

There are 12 different Events and matching Dynamic Application alerts included with the New Relic Pro Power-Pack. Each of these events relies on state-based data collected every 5 to 10 minutes by a corresponding configuration or performance dynamic application.

New Relic Lite: Apdex Score Critical	Dynamic	Enabled	Yes	Critical
New Relic Lite: Apdex Score Healthy	Dynamic	Enabled	Yes	Healthy
New Relic Lite: Apdex Score Major	Dynamic	Enabled	Yes	Major
New Relic Lite: Application Busy Critical	Dynamic	Enabled	Yes	Critical
New Relic Lite: Application Busy Healthy	Dynamic	Enabled	Yes	Healthy
New Relic Lite: Application Busy Major	Dynamic	Enabled	Yes	Major
New Relic Lite: Error Rate Critical	Dynamic	Enabled	Yes	Critical
New Relic Lite: Error Rate Healthy	Dynamic	Enabled	Yes	Healthy
New Relic Lite: Error Rate Major	Dynamic	Enabled	Yes	Major
New Relic Lite: Response Time Critical	Dynamic	Enabled	Yes	Critical
New Relic Lite: Response Time Healthy	Dynamic	Enabled	Yes	Healthy
New Relic Lite: Response Time Major	Dynamic	Enabled	Yes	Major

CHAPTER 7

DASHBOARDS AND METRICS

OVERVIEW

The New Relic Lite power-pack provides a dashboard for application summary data.

